

**ORIGINAL**

**COMMISSIONERS**  
BOB STUMP – Chairman  
GARY PIERCE  
BRENDA BURNS  
BOB BURNS  
SUSAN BITTER SMITH



0000143661

EXECUTIVE DIRECTOR

**ARIZONA CORPORATION COMMISSION**  
**RECEIVED**

2013 MAR 21 P 2: 54

March 21, 2013

To: Docket Control

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

RE: Willow Valley Water Company, Inc.

Docket No. W-01212A-12-0309, SW-20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315

Please docket the attached \_\_\_\_ 6 \_\_\_\_ customer comments OPPOSING the above filed rate case.

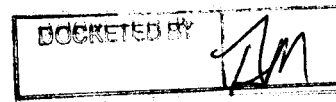
Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

**DOCKETED**

MAR 21 2013



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

---

**Opinion**      **No.** 2013 - 109652

**Date:** 3/21/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** L.G.      **Last:** Henderson

**Account Name:** L.G. Henderson

**Home:** (928) 768-5970

**Street:** 658 Kingsley

**Work:** (000) 000-0000

**City:** Mohave Valley

**CBR:** 928-768-5970

**State:** AZ      Zip: 86440

**is:** Home

---

**Utility Company:** Willow Valley Water Co., Inc.

**Division:** Water

**Contact Name:** Katherine Dombrowski

**Contact Phone:** (623) 580-9600

**Nature of Complaint:**

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

The water company has been promising clean and good water since I have moved in Mohave Valley 1999. The water is still brown from time to time. Have to watch color of the water to do laundry, so it doesn't damage our clothing. We still have bottled water for drinking cooking delivered monthly. And they want to increase our bill. Why? There has been no change.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/21/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/21/2013

**Opinion No.** 2013 - 109652

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

---

**Opinion**

**No.** 2013 - 109651

**Date:** 3/21/2013

**Complaint Description:** 08A Rate Case Items - Opposed

N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Rosalie**

**Rodriguez**

**Account Name:**

Rosalie Rodriguez

**Home:** (928) 768-8841

**Street:**

8225 S Carob Dr

**Work:** (000) 000-0000

**City:**

Mohave Valley

**CBR:** 928-768-8841

**State:**

AZ Zip: 86440

**is:** Home

---

**Utility Company:**

**Willow Valley Water Co., Inc.**

**Division:**

Water

**Contact Name:**

Katherine Dombrowski

**Contact Phone:** (623) 580-9600

**Nature of Complaint:**

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We are on a fixed retirement income like the one proposed.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/21/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/21/2013

**Opinion No.** 2013 - 109651

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

---

**Opinion**      **No.** 2013 - 109650

**Date:** 3/21/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Noble**

**Sonoda**

**Account Name:**      Noble Sonoda

**Home:** (928) 715-3394

**Street:**      668 Kingsley St.

**Work:** (000) 000-0000

**City:**      Mohave Valley

**CBR:** 928-715-3394

**State:**      AZ      Zip: 86440

**is:** Home

---

**Utility Company:**      **Willow Valley Water Co., Inc.**

**Division:**      Water

**Contact Name:**      Katherine Dombrowski

**Contact Phone:** (623) 580-9600

**Nature of Complaint:**

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

\*End of Complaint\*

**Utilities' Response:**

.

**Investigator's Comments and Disposition:**

3/21/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/21/2013

**Opinion No.**      2013 - 109650

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

---

**Opinion**      **No.** 2013 - 109649

**Date:** 3/21/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Andrea**

**Coleman**

**Account Name:**      Andrea Coleman

**Home:** (000) 000-0000

**Street:**      PO 6845

**Work:** (000) 000-0000

**City:**      Mohave Valley

**CBR:**

**State:**      AZ      Zip: 86440

**is:** Cellular

---

**Utility Company:**      **Willow Valley Water Co., Inc.**

**Division:**      Water

**Contact Name:**      Katherine Dombrowski

**Contact Phone:** (623) 580-9600

**Nature of Complaint:**

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

We do not drink this water or cook with it. We wash our laundry along with chemicals and at that all the whites are dingy before long. If you do not stay on top of your taps, your chrome gets eaten up. Corrosion with filters up under counters is a big problem.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/21/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/21/2013

**Opinion No.**      2013 - 109649

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2013 - 109648

**Date:** 3/21/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Darwin**

**Paulson**

**Account Name:**      Darwin Paulson

**Home:** (909) 204-2211

**Street:**      604 A St.

**Work:** (000) 000-0000

**City:**      Mohave Valley

**CBR:** 626-905-4405

**State:**      AZ      **Zip:** 86440

**is:** Cellular

**Utility Company:**      **Willow Valley Water Co., Inc.**

**Division:**      Water

**Contact Name:**      Katherine Dombrowski

**Contact Phone:** (623) 580-9600

**Nature of Complaint:**

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

Just a couple of yrs ago W. V. Water got an approx 30% increase. I have not received even close to a 10% pay increase in the last 5 yrs. I am a senior on fixed income. Now W.V. Water wants another 70% increase. When does this stop. My water quality does not seem to be better and these public utilities seem intent on raising rates so us non-government employees who do not get raises are no longer able to live a normal life and be able to pay our bills and take a shower or flush the toilet. Please Deny The Request !!!

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/21/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/21/2013

**Opinion No.**      2013 - 109648

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Tom Davis

**Phone:** (602) 364-1066

**Fax:** (602) 542-2129

**Priority:** Respond Within Five Days

---

**Opinion**      **No.** 2013 - 109646

**Date:** 3/21/2013

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Rachel**

**Paulson**

**Account Name:**      Rachel Paulson

**Home:** (909) 204-2211

**Street:**      604 A St

**Work:** (000) 000-0000

**City:**      Mohave Valley

**CBR:** 701-866-9064

**State:**      AZ      Zip: 86440

**is:** Cellular

---

**Utility Company:**      **Willow Valley Water Co., Inc.**

**Division:**      Water

**Contact Name:**      Katherine Dombrowski

**Contact Phone:** (623) 580-9600

**Nature of Complaint:**

OPPOSED W-01212A-12-0309, SW- 20445A-12-0310, W-03720A-12-0311, W-02450A-12-0312, W-02451A-12-0313, W-20446A-12-0314, W-01732A-12-0315 WATER - SEWER

A rate increase of 70% is definitely excessive.

\*End of Complaint\*

**Utilities' Response:**

.

**Investigator's Comments and Disposition:**

3/21/13 Comments noted for the record and docketed. CLOSED.

\*End of Comments\*

**Date Completed:** 3/21/2013

**Opinion No.**      2013 - 109646

---